
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the written (multiple choice) examination for the **Emergency Response Telecommunicator** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. NAME AND NUMBER CHECKING (Timed – 6 Minutes)**14 Questions**

Employees in this job must possess the ability to read data rapidly and accurately while demonstrating the ability to determine differences in sets or series of numbers. This portion of the test represents a timed exercise to test your ability to review and compare two sets of data and determine which data pairs are identical. Data presented in this section of the test include:

- Names;
- License numbers;
- Serial numbers;
- Addresses;
- Data codes.

II. SPELLING**8 Questions**

Employees in this job must accurately record incident information in regards to natural or manmade disasters as well as record incident information received from federal, state and local agencies. Using words that one may encounter on this job, this portion of the examination tests your ability to identify misspelled words as well as words correctly spelled.

III. ANALYTICAL REASONING**12 Questions**

Employees in this job transmit as well as receive emergency and administrative messages. Employees also take emergency medical services (EMS) flight requests. An employee in this job must have the ability to comprehend, interpret and consider the best course of action given the circumstances surrounding the emergency situation. Through a series of logic questions, this exam section tests your ability to:

- Understand directions;
- Interpret data and draw appropriate conclusions.

IV. OFFICE PRACTICES AND PROCEDURES**10 Questions**

Employees in this job must be knowledgeable of general office practices and procedures to effectively handle incident information while updating computer files and maintaining radio station logs and agency personnel status sheets. Test question topics include:

- Office routine & work procedures;
- Record management;
- Telephone procedures & etiquette;
- Correcting legal records & documents.

- OVER -

V. FILING

8 Questions

Employees in this job are responsible for using office filing systems to accurately file and retrieve materials alphabetically, numerically, by code, etc. Thus, the employee must be able to effectively maintain the filing system of the office by establishing various controls and by accurately filing materials. Test question topics include:

- Placing numbers in order from lowest to highest;
- Placing alphanumeric data in order from lowest to highest.

VI. READING COMPREHENSION

12 Questions

Employees in this job must demonstrate the ability to read and comprehend technical procedures and instructional materials. This exam section tests your ability to read and comprehend complex written material by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

VII. PERSONAL COMPUTERS

8 Questions

Employees in this job utilize many types of information technology. Questions in this section of the examination are designed to test your knowledge of personal computers, computer hardware and software. Test question topics include:

- Components of a typical personal computer;
- Use of hardware components;
- Keyboard commands;
- Data storage media;
- Computer errors;
- Computer safety and security.

The Emergency Response Telecommunicator examination process also includes two performance tests:

Keyboarding:

This is a pass/fail keyboarding (i.e., typing) performance exam. You are given a passage to type as many times as possible within a specified time frame. You will need to type a **minimum** of 20 net words per minute to meet performance standards.

Simulated Emergency Calls:

In this performance test, three simulated emergency calls are played. Following each simulated call, questions are asked to determine the extent to which you can quickly and accurately extract important information from the simulation. You will be allowed and are encouraged to take notes while listening to the simulated calls. The test consists of a total of 25 questions; you will need to correctly answer a **minimum** of 16 questions (64% of the total) to meet performance standards.